



Cordale Housing Association Tenant Satisfaction Survey 2014

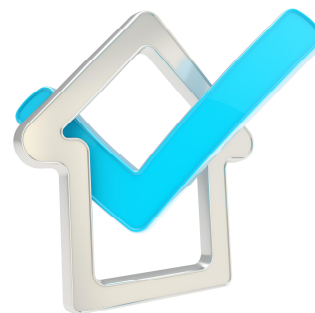


WORKING IN PARTNERSHIP WITH
CALEDONIA HOUSING ASSOCIATION

Cordale Housing Association Tenant Satisfaction Survey 2014

We would like to say a big who took the time to complete
our annual satisfaction survey. You might remember the survey was included with
the Spring edition of the newsletter. It asked ten simple questions to assess your
views on some key service areas and issues, including repairs and maintenance,
neighbourhood management, the quality of our homes, and value for money.

Cordale Housing Association believes it is absolutely essential that our residents are able to shape the services they receive. In this regard we have in the past contacted all our tenants to invite them to take part in policy and service development by attending meetings or focus groups, by returning survey forms and taking part in telephone surveys. The information that was gained from these played a vital part in our wish to continuously improve what we do.



The Scottish Social Housing Charter came into effect in April 2013 and this places greater responsibility on Associations to ensure that their services reflect tenants needs and aspirations and that they can demonstrate that tenants are satisfied with the service they receive.

Our latest tenant satisfaction survey was carried out in April 2014. We posted out 509 tenant satisfaction surveys to all our tenants. Only 49 tenants returned a completed survey. The following results are based on the returned surveys.

THE RESULTS

1. Taking everything into account, how satisfied/dissatisfied are you with overall service provided by Cordale?

| Very Satisfied | Fairly Satisfied | Neither Satisfied or Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|-----------------------------------|---------------------|-------------------|
| 80% | 10% | 6% | 0% | 4% |

2. How good/poor do you fee Cordale is at keeping you informed about their services?

| Very Good | Fairly Good | Neither Good or Poor | Fairly Poor | Very Poor |
|-----------|-------------|----------------------|-------------|-----------|
| 80% | 16% | 2% | 0% | 2% |

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3. How satisfied/dissatisfied are you with opportunities given to you to participate in Cordale decision making process?

| Very Satisfied | Fairly Satisfied | Neither Satisfied or Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|-----------------------------------|---------------------|-------------------|
| 67% | 20% | 8% | 2% | 0% |

4. Did you move into your Cordale home within the last year? (since April 2013)

| Yes | No |
|-----|-----|
| 12% | 88% |

5. When you moved in, how satisfied/dissatisfied were you with the standard of your home?

| Very Satisfied | Fairly Satisfied | Neither Satisfied or Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|-----------------------------------|---------------------|-------------------|
| 83% | 17% | 0% | 0% | 0% |

6. How satisfied/dissatisfied are you with the quality of your home?

| Very Satisfied | Fairly Satisfied | Neither Satisfied or Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|-----------------------------------|---------------------|-------------------|
| 51% | 33% | 10% | 2% | 4% |

7. Have you hand any repairs carried out in your property in the last 12 months?

| Yes | No |
|-----|-----|
| 69% | 31% |

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8. The LAST time you had a repair carried out how satisfied/dissatisfied were you with the repairs service provided by Cordale?

| Very Satisfied | Fairly Satisfied | Neither Satisfied or Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|-----------------------------------|---------------------|-------------------|
| 73% | 20% | 4% | 0% | 0% |

9. Overall, how satisfied/dissatisfied are you with Cordale management of the neighbourhood you live in?

| Very Satisfied | Fairly Satisfied | Neither Satisfied or Dissatisfied | Fairly Dissatisfied | Very Dissatisfied |
|----------------|------------------|-----------------------------------|---------------------|-------------------|
| 65% | 20% | 10% | 4% | 0% |

10. To what extent do you think that the rent for the property represents good or poor value for money?

| Very Good | Fairly Good | Neither Good or Poor | Fairly Poor | Very Poor |
|-----------|-------------|----------------------|-------------|-----------|
| 63% | 22% | 12% | 2% | 0% |

Unfortunately the tenants who said they were dissatisfied when answering some of the questions in the survey never said why they were dissatisfied or gave their names. So we are unable to contact them or identify what caused their dissatisfaction with our service.

We will be issuing a number of satisfaction surveys to all our tenants and owners over the next year including following services:

- Reactive Repairs
- Estate Management
- Customer Services
- Complaints Handling
- Factoring

We really appreciate your feedback which will continue to help improve and shape the services we provide.

